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The SBDC tells their clients their information is confidential. Most small business owners are very wary about providing personal and business information to a government agency. It takes time and effort to build up trust with the small business owner for them to share vital information which is needed for the SBDC to assist them. If they believe their information is shared with the SBA, they will also believe there information could be shared with internal revenue, OSHA, immigration and other government entities. This is something they do not want the government to have access to nor will they consent to which will hurt the SBDC in gaining valuable information needed to help businesses start, grow or survive.